



Step With Confidence

Step With Sure Grip Protected Floors

Floor Safety Information Pack



The solution to...
Slippery when

Slippery when wet!

Making the World a Safer Place
.....One Step at a time

www.suregrip.com.au









FLOOR SAFETY INFORMATION PACK

Floor Safety

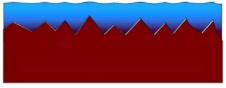
Although most flooring is designed to be safe when dry, it is not manufactured in a manner that keeps it slip-resistant when wet. Currently, there is not a governing authority that makes tile manufacturers responsible for their products while wet. However, OHS has been cracking down on companies that know they have a problem and choose not to correct it.

Floor surfaces become contaminated with dirt, oil, grease and food particles that combine with the soapy residue left behind by most daily cleaners. The contaminates and soap residue begin filling in natural channels on the floor surface that aid in dispersing liquids such as spills and weather-related moisture, leaving the liquid nowhere to go. This extremely dangerous combination creates a hydroplaning effect that can become lethal. Millions of people are injured each year in public places due to slips and falls. This type of injury is costing businesses and insurance companies billions of dollars.



NEW FLOOR

Most new floors have microscopic channels and pores that allow liquids to naturally disperse.



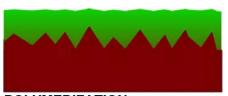
ALKALINE RESIDUE

Alkaline residue from daily cleaners adheres to the channels and attracts soil and other contaminates such as grease.



GREASE & OTHER CONTAMINATES

Grease and other contaminates bond with the alkaline residue.



POLYMERIZATION

The bonded alkaline and contaminate molecules become a very hard substance that clogs the microscopic channels. This phenomenon is known as polymerization









The Physics of Slips & Trips

What Causes a Slip or Trip?

Physiological

- Balance ability to stand up right
- Momentum force of movement
- Friction traction between two contact surfaces

Physical Environment

- **Gravity** earth's attraction
- Walking, Working Surface

Slip and Fall Dynamics Center of Gravity (CG) Resulting in posterior and/or later al contact and slip dynamics induce relevant of totalion Resulting in posterior and/or later al contact and slip dynamics induce relevant of totalion Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and/or later al contact and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head) Resulting in posterior and slip (e.g., butfocks, hips, spine, head)

Most hard mineral surfaces such as tile, brick, slate, granite, marble, terrazzo and even smooth cement, are usually not considered slip resistant when wet unless they are treated with special non-slip products.

Coefficient of Friction

Coefficient of friction (**COF**) is a value placed on walking, working surfaces ranging from 0.1 to 1. These values are then used in determining the amount of friction on a walking surface.

There are two ways of determining the COF

- **Dynamic** or moving testing
- Static or stationary testing

Devices that test dynamic coefficient of friction will be in motion at the time they register a reading. Devices that test static coefficient of friction are stationary and register a reading at the time they begin to move.

According to the OH&S (Occupational Health and Safety) a walking surface needs to have a COF of >0.5 or higher to be considered safe.

Why is Sure Grip different from other products?

Unlike other floor products, Sure Grip is a treatment, **not** a coating. Coatings will deteriorate under foot traffic and will peal off after becoming wet. The chemical treatment enhances the natural microscopic channels on your flooring, adding a significant amount of traction, especially when wet.









Floor Safety Program

Having a comprehensive floor maintenance program in place is paramount in minimizing the effect that daily traffic, food contaminants, liquid spills and daily cleaners have on commercial flooring. Although most flooring is manufactured to be slip resistant, soon after it is put to use it starts to become slippery, especially when wet. The **SureGrip® Floor Safety Program** covers all of the essential elements of proper floor maintenance and most importantly, it focuses on safety.

Benefits of the SureGrip Floor Safety Program

Documentation

Having a documented Floor Safety Program in place shows that a definitive action has been taken to protect your guests and staff. This action may negate any possible negligence on your behalf in the event that you enter into litigation as the result of a slip fall accident.

Floor Evaluation

SureGrip® performs a floor evaluation that includes Coefficient of Friction readings both before and after implementing a Floor Safety Program. A dramatic increase in traction is almost always noted and documented. This increase in traction is even more proof that you have exercised reasonable care in the maintenance of your facility.

Proven Methods

Although cleaning floors isn't rocket science, most people would be surprised at how many simple mistakes can be made that *all lead to slippery floor problems*. The **SureGrip®** Program is simple, yet very comprehensive. We have proven methods derived from years of experience in cleaning and maintaining all types of flooring.

• Easy to follow Training Materials

Training employees can be very time consuming. After countless hours of training an employee on the fundamentals of the business at hand, most managers and supervisors don't have the time. And many times the adequate recourses to properly train employees on proper cleaning techniques. This often means that substandard practices are used resulting in slippery floor problems. SureGrip's training material is easy to follow and understand. It consists of a short manual, Standard Operating Procedure (SOP) poster and soon to come a short video. We not only cover the fundamentals of cleaning, but why it is important to use proper techniques and emphasize how these proper techniques equate to safe floor environments for guests and staff.











Components of the SureGrip Floor Safety Program

> Evaluation

The initial evaluation is an essential part of properly setting up the Floor Safety Program.

Assess the area:

- ✓ Type of flooring✓ COF Always take multiple readings
- ✓ Type of contaminate(s)

Interview with Client:

- ✓ Problem Areas Find out what chemicals they are using
- ✓ Find out what method they are using.
- ✓ Let the client know what techniques you will be using in your tests

Note all observations:

- ✓ Floor mats
- ✓ Condition of floor
- ✓ Chemical proportioning systems
- ✓ Condition of cleaning equipment
- ✓ Any and everything that could possibly help you with your evaluation

Test multiple areas:

- ✓ Test by cleaning✓ Test with treatment
- ✓ Test for sealers and finishes
- ✓ Always test traffic lanes and along the wall

> Floor Safety Program

Initial Cleaning:

- ✓ Basic
- ✓ Restorative

Wet-Surface Traction Enhancement Application:

✓ Only treat floor in need

Equipment:

- ✓ Color coded mop bucket system designating front and back of the restaurant
- ✓ Deck Brushes
- √ Floor Squeegee
- √ Foam Gun
- ✓ Electric Scrubber
- ✓ Wet Floor Sign
- √ Spill Kit / Station

Products:

- ✓ Alkaline Free (residue-free) Emulsifying Cleaner Degreaser
- ✓ Proportioning System to Insure Proper Dilution

Daily Maintenance Procedures (SOP) Training Management









Implementing a Slip Prevention Program

By Brandon O'Dell

All over the country and the world, owners and managers are asking themselves, "What can we do better? What separates us from the really profitable companies?" Operators want to know what the most successful companies do different that makes them consistently profitable and spurs growth. The answer? Profitable operators understand that success requires a plan for absolutely everything in their operation. They have effective programs to control losses and increase revenue in all areas. They don't just concentrate on the "big two", labor and product cost, there is a plan for everything. This article addresses an often overlooked area in many restaurants-slip prevention.

According to the American Society of Safety Engineers (ASSE), slip and fall accidents are the second leading cause of on-the-job deaths, second only to automobile accidents. The U.S. Department of Labor states that 15% of workplace deaths are caused by slips, trips and falls. The ASSE, whose building codes are adopted as law in most cities and states across the country, recently released a new American National Standard which focuses on reducing slip and fall accidents in the workplace. Up to 9 million disabling slip and fall accidents each year, that's 25,000 per day, are attributed to slip and fall accidents by the National Safety Council. The Americans with Disabilities Act (ADA) and the Occupational Safety and Health Administration (OH&S) both mandate that walk surfaces should be slip resistant. With the high amount of expedient walking and ever changing and even wet conditions, restaurants become a high risk environment for slip and fall accidents. What should a restaurant owner or manager do to limit the restaurant's liabilities?

Implementing an effective slip and fall prevention program is a restaurants best defense against getting caught with high workers compensation insurance, liability insurance, ADA or OH&S fines, or a lawsuit. There are five key areas to an effective slip and fall prevention program. Though concentrating on any one area can reduce risks, using a complete program that addresses all the areas is the only way to ensure a successful program. Here are the five areas your program should address:

- 1. Flooring surface This is the foundation to a slip prevention program. The more dangerous the environment around the surface, the more slip resistant the actual surface itself should be. Slip resistance is measured by a ratio called the coefficient of friction. There are numerous devices used to measure the coefficient of friction of a floor, though no one device is recognized by the ADA, OH&S or court system to be the correct device. Slip resistant flooring surfaces and treatments to change existing flooring surfaces are available to correct a low friction surface situation. The presence and placement of floor drains in kitchen floors should be considered a major factor in evaluating the surface itself.
- 2. Proper cleaning methods Without the use of proper cleaning methods, even the most slip resistant surface can become slippery. Food particles, dirt, grease and even cleaning agents all build up and fill in the tread patterns on a floor without the use of proper cleaning methods. Once the tread is filled in, there is nothing left to create friction against a shoe. The three biggest cleaning mistakes made by restaurants include i) using a mop as the primary cleaning tool, ii) mixing a high concentration of soap or degreaser into the cleaning solution and iii) not having a rinsing cycle for the floor to remove soaps and degreasers. Ideally, restaurants should use the same type of cleaning method other high risk businesses, such as butcher shops, are required by law to use. A proper floor cleaning starts with applying a correctly diluted degreaser or cleaner. A higher degreaser ratio is needed for more contaminated floors, lower for less contaminated floors. Most systems that mix chemicals automatically dispense at a ratio only correct for the greasiest of floors. Entry ways, for example, require a low concentration of cleaner while kitchens require a higher concentration. By applying cleaners with a pump sprayer, instead of a mop and bucket, and properly mixing cleaners, operations can save a significant amount of money on chemicals by not wasting. The use of pump sprayers or foam gun also reduces the spreading around of grease from one area to another.









Next, the floor should be scrubbed with a deck brush. Mops do not move into the pores and crevices of a floor to break out buildup, deck brushes do. After scrubbing the floor, the contaminants and cleaner have to be removed. They are removed through squeegeeing into a drain, or into an area with a wet/dry vacuum if floor drains are not present. Mopping alone does not pick up the majority of the contaminants. Mops only push the contaminants around. They end up in the pores they were just removed from.

Lastly, a floor needs to be rinsed with hot, clean water. Ideally, the restaurant is equipped with floor drains and equipment and product is organized to allow for the used of a hose and squeegee rinsing. If this is not possible, using hot clean water in a clean mop bucket and a clean, uncontaminated mop head will suffice. Simply wetting, wringing often and mopping over the surface will provide for the best rinse possible without a hose. Low traffic and low contamination areas may not be required to be cleaned in this method on a daily basis if a regular weekly proper cleaning is administered to avoid buildup.

Another cleaning option that should be considered in addition to the above proper cleaning method, or to help work around a restaurant with cleaning challenges, is monthly restoration cleanings. Very strong cleaners are available from restoration product companies or mainline suppliers that, when used once a month, can strip your floor of any buildup that may be effecting the surface. A trend in chemical companies recently has been to offer floor cleaners that leave a polymer buildup on floors to create "tread". While some may help less porous floors with a small amount of preexisting tread, they often serve to fill in pores and tread on more porous floors. In a dry condition, the slip resistance is slightly improved, but the polymer buildup over the pores may serve to make the floor more dangerous wet instead of safer. In any case, proper cleaning procedures and permanently changing the surface itself are much more effective and less expensive in the long run. Proper cleaning procedures should be part of every employee's training. Most employees come from one of the estimated 90% of operations that do not use proper cleaning methods.

- **3. Surface evaluation and documentation** Measuring the coefficient of friction of your walkways and keeping a record of the readings not only gives you a measuring stick to help you gauge the success of your slip and fall prevention program, it also provides up to date accurate data on the condition of floors and documents the operations efforts to comply with ADA and OH&S requirements in addition to court recognized minimum slip resistance. In the big picture, this step could possibly save the operation more money than all other steps combined.
- **4. Footwear** Slip resistant footwear has increasingly become a tool for slip prevention. Many shoe manufacturers now make slip resistant footwear specifically designed for wet or oily conditions. While requiring slip resistant shoes to be warn in an operation is a necessary step in slip and fall prevention, the use of shoes alone does not constitute an effective slip and fall prevention program.
- **5. Hazard Warnings** Proper signage and its' correct use is the final ingredient to a slip and fall prevention program. The use of signage alone does not release an operation from liability in the event of an accident. Too often, operations do not remove signs after floors have dried. Employees and patrons become complacent when approaching areas with wet floor signs because, more often than not, they are no longer wet. Many operations buy two sided wet floor signs that cannot be read from the sides. Four sided wet floor signs should always be used. Improper use of signage and/or the use of ineffective signs could be the deciding factor of liability in a slip and fall lawsuit.









The benefits of implementing a good slip and fall prevention program are numerous. Some, such as the added protection against lawsuits are immeasurable. Evidence of compliance to ADA and OH&S requirements and court recognized minimum standards of slip resistance can help protect you from not only law suits, but also fines that can be levied by the ADA and OH&S. While neither organization recognizes a ratio of minimum slip resistance because they cannot agree on a method to measure it, both do require all walkways to be slip resistant. Without an absolute ratio to measure compliance, the determination of compliance is left to the opinion of the inspector. Lowered worker compensation insurance and liability insurance are a definite benefit of a good slip and fall prevention program. Decreasing the likelihood of a fall helps to decrease the number of accidents, in turn helping to hold down or even reduce insurance premiums. The implementation of a solid plan alone may be enough for an insurance company to offer a discount. Increased employee productivity is another benefit that is hard to measure, but absolutely present. Sure footing increases the speed of an employee's gait. Employees work faster when they walk faster. They get more accomplished in a shorter period of time. The added confidence and reduced stress affecting employees with a safe surface to walk on can improve every aspect of their work, including their attitude. Another hard to measure benefit of a good slip and fall prevention program is the psychological effect a safe walking surface and sure footing may have on your customers. Elderly customers often avoid restaurants with floors they consider slippery. A slip and fall accident to an elderly customer could mean surgery or even death. Not a good payoff for the risk of going to a restaurant that serves their favorite hamburger. Families with children just learning to walk may avoid restaurants with unsafe surfaces. Lack of sure footing and slip resistant surfaces are factors customers just can't put their finger on when they attempt to explain why they do not eat at a certain establishment. Their decision is often made subconsciously as a protective reflex.

As a contributing factor to loss prevention and even increasing revenue, implementing a proper slip and fall safety program can help a restaurant take one step closer to the profitability owners and operators see in other restaurants. Take one more step toward becoming a professionally organized and managed operation idolized by others. Have a plan for everything, including slip and fall prevention, and reap the benefits.

- Brandon O'Dell O'Dell Consulting

CLEAN FLOORS = SAFE FLOORS

Brandon O'Dell is an independent food service consultant specializing in operational tools development.









What is Sure Grip Non-Slip

- A long lasting chemical treatment which creates an invisible, sophisticated tread design into the surface of hard mineral floors and Porcelain/enamel bathtubs.
- From 125 to 300 percent increase in coefficient of friction when subjected to water.
- Will not change the appearance of floor or bathtub.
- No shut -down time required. Use floor or tub immediately following treatment.
- Indoors-Outdoors, all kinds of weather.
- Will not chip, peel or discolour.
- Not a Film or a Coating.
- Inexpensive and highly effective.

Sure Grip floor Safety Treatment features a revolutionary new process that molecularly alters the tile, concrete or mineral floor surface, increasing the co-efficient of friction (C.O.F). The most important feature of this treatment is the dramatic increase of traction when the floor is subject to water or liquid spills.

Our Treatment has successfully reduced slip and fall accidents in many public places of business around the country including hospitals, restaurants, universities, processing plants, swimming pools, commercial kitchens...... And various other facilities.











What Are The Common Sure Grip Applications

Food Processing Facilities

Hotels

Office Building Entrances

Showers

Commercial Kitchens

Bathtubs

Shopping MallsSwimming Pools

Developed and Proven for

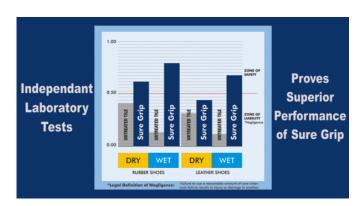
- Concrete
- Spanish Tile
- Glazed Brick
- Terrazzo

- Quarry Tile
- Ceramic Tile
 - Porcelain
 - Enamel



And many other hard mineral surfaces

Please Note: Marble and Granite CANNOT be Treated



Application of Sure Grip will not disrupt trade as it can be done before or after hours. There's no bad smell and the floor can be walked upon immediately. Depending on how clean the surface to be treated is, treatment of Sure Grip could take up to 1 Hour for every 50 SQM.











Maintenance

Sure Grip Cleaner Degreaser is the first line of defense in the battle against slippery floors.

The alkaline free formula emulsifies and suspends soil, grease and other contaminates, removing them deep from the pores of floor surfaces, so they can be successfully rinsed away. When used as part of a regular floor maintenance program, it will leave the surface clean and residue free, reducing the occurrence of polymerization and greatly improving traction. It contains no Phosphates, Butyl or Bleaches and is safe to use and **biodegradable**.

Laboratory tests have proven that the active ingredients in Sure Grip Cleaner/Degreaser is effective in killing bacteria including the Following micro-organisms

- > E-Coli
- > Listeria Monocytogenes
- > Salmonella Poona
- > Staphylococcus Aureus
- > Pseudomonas Aeruginosa

SURE GRIP Cleaner/Degreaser as your daily maintenance cleaner will produce swab tests significantly improved by lowering the total bacteria count in all facilities. You'll see a dramatic difference along with immediate excellent swab results.

SURE GRIP Cleaner/Degreaser greatly enhances floor safety for employees and food safety for consumers of your products and it is environmentally friendly. Your working conditions will be cleaner and safer than ever in food processing industries, restaurants, hotels, airports, hospitals, offices and other businesses. Our cleaner will save you money, as the only cleaning chemical necessary to maintain safe floors after installing our Sure Grip Treatment.

Recommended on: (NOT SUITED FOR SURFACES WITH FLOOR FINISH OR WAX)

All mineral flooring including	Can also be used on
Slate	Vinyl
Quarry	Walls
Terrazzo	Epoxy Flooring
Ceramic	Commercial Equipment
Brick	Slip Resistant Flooring
Concrete and others	Carpets and more



NON-ALKALINE 100% BIODEGRADABLE









DO NOT USE ON ANY SURFACE WITH FLOOR FINISH OR WAX

Contains no Phosphates, Butyl or Bleaches Safe and Environmentally Friendly Cost Effective NSF/USDA Registered and Approved Active Ingredient EPA Approved

Dilution Ratios:		
Purpose	Concentration	
Daily Maintenance	60ml to 4lt water (1:70)	
Heavy Soil	120ml to 4lt water (1:35)	
Auto Scrubber	30ml to 4lt water (1:140)	
Window/Mirror Cleaning	10ml to 500ml water	
Commercial Equipment	25ml to 500ml water	

Data:		
Product Name:	Sure Grip Cleaner Degreaser	
Appearance:	Green liquid	
Odor:	Fresh	
Ph in use dilution:	6.0-6.4	
DOT Hazardous ingredients:	None	
Vapor pressure (mm/hg):	17mm @ 20 C	
Boiling point, F:	212 F (ASTM D-1120)	
Solubility in water:	Complete	
Flash Point:	>101C (ASTM D-56) Tag closed cup	

NON-ALKALINE



100% BIODEGRADABLE

Free Training

Yes, **Non-Slip floor solutions** provide free safety and maintenance training to janitorial staff once the treatment is complete. **Non-slip floor solutions** is the only floor safety company in Australia that offers free training to staff from our Certified Floor Safety Technicians.











NSF International / Nonfood Compounds Registration Program

October 10, 2005

Mr. Randy Martin SURE GRIP FLOOR SYSTEMS, INC. 2804-C CAPITAL CIRCLE NE, SUITE C TALLAHASSEE, FL 32308 UNITED STATES

RE: Sure Grip DAILY CLEANER / DEGREASER Category Code: A1, A4 NSF Registration No. 128064

Dear Mr. Randy Martin:

NSF has processed the application for Registration of Sure Grip DAILY CLEANER / DEGREASER to the NSF Registration Guidelines for Proprietary Substances and Nonfood Compounds (2004), which are available at http://www.nsf.org. The NSF Nonfood Compounds Registration Program is a continuation of the USDA product approval and listing program, which is based on meeting regulatory requirements including FDA 21 CFR for appropriate use, ingredient and labeling.

This product is acceptable for use as a general cleaner (A1) on all surfaces in and around food processing areas, where its use is not intended for direct food contact. Use of this product in food processing or handling facilities requires that all food products and packaging materials be removed or protected prior to product use. A potable water rinse of cleaned surfaces is required after use of this product. When used according to manufacturer's instructions, the cleaner shall neither exhibit a noticeable odor nor leave a visible residue.

This product is acceptable as a floor and wall cleaner (A4) in and around food processing areas, where its use is not intended for direct food contact. Use of this product in food processing or handling facilities requires that all food products and packaging materials be removed or protected prior to product use. A potable water rinse of cleaned surfaces is required after use of this product. When used according to manufacturer's instructions, the cleaner shall neither exhibit a noticeable odor nor leave a visible residue.

NSF Registration of this product is current when the NSF Registration Number, Category Code, and Registration Mark appear on the NSF-approved product label, and the registered product name is included in the current NSF White Book Listing of Nonfood Compounds at the NSF website (http://www.nsf.org/business/about NSF/nsf marks download.asp.

NSF Listing of all registered Nonfood compounds by NSF International is not an endorsement of those compounds, or of any performance or efficacy claims made by the manufacturer.

Registration status may be verified at any time via the NSF web site, at http://www.nsf.org. Changes in formulation or label, without the prior written consent of NSF, will void registration, and will supersede the on-line listing.

Sincerely,

Carmen Grindatti

NSF Nonfood Compounds Registration Program

Company No: N13123









Nepean Swim and Fitness P/L.

Alan Bentley 0416 234 674 Treated Alan's Shower and change areas

lbm

Ivan Mishchuk 0412 559 391 Treated Ivan's Pool, Shower, Garage and Front entrance areas.

Zenith Gardens

Frank Sullivan 0407 007 890 Treated Frank's Pool, front entrance and balcony areas.

Fitness First

Dave Bugega 0422 386 603 Treated various locations

Star City Casino

Treated Hotel Entrance and Ramp

Nando's Hawthorn Melbourne

Jimmy (03) 9819-0488 Treated Kitchen Area

Wesley Mission

Treated Various Internal Residential











117 Hidden Glen Way Dothan, AL 36303 Tel 334 793 0083 Fax 334 702 0302

To Whom It May Concern:

Over the past six months, our company had seven KFC and one KFC/LJS restaurants treated with the "Sure Grip" floor safety procedure, and have been utilizing the chemicals and cleaning program outlined by the company.

Since the treatment, there have been no "slip-fall" accidents in those units. Employees and vendors both have commented that the floor is not "greasy feeling" any more.

The ease of use of the foaming wand in the back of the house and the dispensing unit for filling mop buckets for the front of the house ensures chemicals are not wasted and employee efficiency is maximized.

The professionalism of everyone associated with this process has been impeccable. They have followed up with every unit to ensure the management was both knowledgeable and comfortable with the program.

In the past twenty-two years I have seen and tried many so called "slip-resistant" processes; none of them have proven to be as effective as "Sure Grip".

This process and its accompanying products have exceeded our expectations. We have seen a reduction in chemical costs as well as a faster floor cleaning and more consistent standard.

I am happy to recommend this product to anyone within the restaurant industry and feel confident that you would experience the same outstanding results that we have.

Sincerely

Jeff Barker Market Coach

> BBG Specialty Foods, Inc. is a franchisee of Taco Bell Corp. GGG Foods, Inc. is a franchisee of KFC Corporation











July 15, 2003

Mr. John Medlock Sure Grip Floor Safety Solutions 2804-C Capital Circle, NE Tallahassee, FL 32308

Dear John:

Thanks for your recent follow-up visit. It has been six months since the original cleaning and we have been using the maintenance solution. The product has performed as expected and is still a non-skid surface when wet. We use the daily cleaner which helps maintain the original surface of the tile. I agree with you that it could be better if we changed the process slightly which we will be trying.

Your product does help to promote a safe floor condition for my guests and employees. We have not had an incident of falling in the kitchen and cafeteria since we started using the product

Thanks again, see you in another six months for the annual follow-up.

Sincerely:

Richard Roozen

Director, Nutrition and Food Services

Leading the Southeast in Healthcare

Post Office Box 6987

Dothan, Alabama 36302-6987

(334) 793-8111











February 19,2002

Seminole Subs, Inc. A Franchisee of Miami Subs USA, Inc. 2319 N. Monroe Street Tallahassee, Florida 32303 Telephone: (904) 385-9295 Fax: (904) 385-5982

Sure-Grip 2804-C Capital Circle N.E. Tallahassee, Florida 32308

To Whom It May Concern:

Having recently remodeled our restaurant and putting in a light gray ceramic tile. We immediately realized that we had created a monster. It became apparent instantly the floors were hard to clean and slippery when wet. My partner and I were scared to death that either an associate or a customer would slip and fall. I realized that we had created a very dangerous situation and no one had a solution to our problem.

I can't begin to tell you how happy I am to report that after Sure-Grip treated our floors they were no longer slippery even when wet. The Actium floor cleaner and Sanitizer keeps the floors clean and safe to walk on even when wet. I know now that my associates and my customers are safe from slip and falls.

I highly recommend Sure-Grip products to all Miami Subs and restaurant owners everywhere it is a must. Sure-Grip is the best insurance policy any one can buy for their floors.

Sincerely.

Al Coggir Owner



